GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:4984
ANSWERED ON:10.05.2007
CANCELLATION OF FLIGHTS BY PRIVATE AIRLINES
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Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the Government has received complaints of delays, cancellations and other harassment to passengers by private airlines;

(b) if so, the details and number of complaints received during the last two years in this regard;

(c) the action taken by the Government thereon;

(d) whether the Government has decided to come out with a series of guidelines to punish erring airlines and compensate travellers for flight delays/cancellation;

(e) if so, the details thereof; and

(f) the other remedial steps taken/proposed to be taken by the Government in this regard?

Answer

MINISTER OF THE STATE (INDEPENDENT CHARGE) IN THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL)

(a) and (b):- Yes, Sir. During 2005 to 2006, a total of 138 complaints have been received against scheduled domestic airlines, which mainly deal with missing/lost baggage, refund of tickets in case of delays/cancellations etc.

(c), (d), (e) and (f):- All the airlines have been advised that they should display on their respective websites various facilities offered to the passengers, both free and chargeable, in a conspicuous manner so that passengers are aware of these before booking air tickets. Government reviews the action taken by the airlines on such advice from time to time so that the passengers are well informed of the level of facilities made available by a particular airline.